



UNITED INDIAN HEALTH SERVICES, INC.

Job Description

Job Title: Billing Technician/Patient Accounts
UPN: FPP-03/04/05/06/12/13/16/17
SOC Code:
Division: Fiscal Services Division
Section: Patient Accounting
Location: Potawot Health Village, Arcata
Shift: Monday – Friday; 8:00AM to 5:00PM
Report To: Patient Accounting Supervisor
Salary Table: Table 1 – Line Staff
Grade/Step: 04-04 to 08-10
Salary Level: Level I (04-04 to 05-10) \$10.19 to \$12.80/hr; or (\$21,195 to \$26,624)
Level II (06-01 to 07-10) \$11.51 to \$15.51/hr; or (\$23,941 to \$32,261)
Level III (08-01 to 08-10) \$13.55 to \$16.93/hr; or (\$28,184 to \$35,214)
FLSA Status: Non exempt - Hourly
Approved On: March 20, 2003
Revised On: August 19, 2008 (Administrative)

Review, Recommendation & Approval:

Received by HR: _____
Recommended by Personnel Committee: _____
Recommended by Finance Committee: _____
Approved by Board of Directors: _____
Review & Recommend by GDC: _____

SUMMARY

Operates computer to prepare bills, statements, and invoices to be sent to patients/clients, itemizing amounts customers owe by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

Level I

- General understanding and the ability to use automated billing software.
- Perform client interview to verify demographic information and to secure third party payer information. Screen all uninsured clients for eligibility for alternate resources.
- Accurately post charges, receipts, adjustments, and related corrections for multi-specialty clinic in a timely fashion.
- Track outside laboratory payments and report monthly to General Accounting.
- Ability to accurately abstract, interpret, and enter data from super bill in preparation and submission of third party claims both electronically and manually.
- Maintain security of confidential information at all times.
- Must have the ability to effectively communicate verbally and in writing.
- Must be able to work independently and as part of a team.
- Organizational guidelines and safety standards.
- Review and process all requests for information from clients, payers, reference laboratory, and/or attorneys following current rules and regulations.
- Accurately perform all general office duties including recording meeting minutes.
- Compile and prepare reports pertaining to daily posting activity.

- Maintains files accurately and efficiently.
- Attend department staff meeting and other meetings as assigned.
- Other duties may be assigned on an as needed basis.

Level II –In addition to level I duties:

- Process, review, and submit third party claims and client statements, both printed and electronic in accordance with all timeliness guidelines. Assure claims have been accepted for processing by all payers.
- Follow up on previously submitted claims that require phone inquiries, rebilling or correction.
- Ability to keep abreast of and implement changes in policies, rules, and regulations that pertain to the patient accounting area.
- Must keep current and organized billing manuals.
- Familiarity with ICD9, CPT, and HCPS coding.
- Must be able to assist in the training of new staff.
- Ability to answer billing questions from clients and third party payers.

Level III –In addition to level I & II duties:

- Assist with maintenance of fee schedules and code tables.
- Assist in the development of departmental policies, procedures, and quality improvement activities as directed.
- Assist with problem solving and troubleshooting automated processes.
- Add new insurance vendors into computer system.
- Ability to assume lead role when supervisor is unavailable.
- Compile and prepare month end and other reports as directed.

SUPERVISORY RESPONSIBILITIES: This position has no supervisory responsibilities.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

- Must have High School Diploma or equivalent and ability to type 35 wpm for all levels of position.

Level I –

- 1 year of clerical, office or related experience that indicates the ability to learn the skills necessary to perform the duties of the position.

Level II –

- 1-3 years experience working in billing or related area, preferably in healthcare, and have the ability to perform the duties of the position.

Level III –

- 3+ years experience working in a billing office and have the ability to perform all duties of the position.

LANGUAGE SKILLS:

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively present information and respond to questions from groups of managers, clients, or employees of organization.

MATHEMATICAL SKILLS:

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra.

REASONING ABILITY:

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Must possess a valid driver's license.
- Must be able to be insured by agency's vehicle insurance.
- Must provide proof of private vehicle insurance.
- Must be bondable.
- Must possess or be able to obtain CPR certification within six (6) months of hire and maintain such.

OTHER SKILLS AND ABILITIES:

- Must have ability to operate automated billing system.
- Must be able to operate standard office equipment (typewriter, copier, calculator, etc.).
- Must have familiarity with medical terminology.
- Able to work with American Indian peoples and be sensitive to their culture.
- Must be able to maintain a professional image in dealing with clients and staff.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to:

- use hands to finger, handle, or feel objects, tools, or controls;
- talk or hear.
- reach with hands and arms
- sit; stand and stoop, kneel, crouch, or crawl.
- The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Employee Signature _____ Date _____